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**UNITED STATES BANKRUPTCY COURT
EASTERN DISTRICT OF CALIFORNIA
FRESNO DIVISION**

In re:)	Case No. 16-10015-A-9
)	
)	Chapter 9
Southern Inyo Healthcare District)	
)	21st REPORT OF THE
)	PATIENT CARE OMBUDSMAN
)	
Debtor.)	(No Hearing Required)

Pursuant to the order directing the appointment of a Patient Care Ombudsman entered by this court on February 17, 2016, Tracy Hope Davis, the United States Trustee, duly appointed Joseph Rodrigues, the California State Long-Term Care Ombudsman, as the Patient Care Ombudsman in this case.

In compliance with the notice of appointment, the Patient Care Ombudsman is submitting his 21st report, covering the period April 19, 2019 to June 17, 2019.

Respectfully submitted,

/s/Joseph Rodrigues
Joseph Rodrigues
State Long-Term Care Ombudsman

1 **21st REPORT OF THE PATIENT CARE OMBUDSMAN**

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3 Eastern Sierra Area Agency on Aging is the designated Long-Term

4 Care (LTC) Ombudsman Program for Inyo and Mono Counties and is the

5 local representative of the Office of the State LTC Ombudsman. As

6 mandated by the federal Older Americans Act (42 U.S.C. 3058g), LTC

7 Ombudsman representatives identify, investigate and resolve

8 complaints that are made by, or on behalf of residents of LTC

9 facilities that relate to action, inaction or decisions that may

10 adversely affect the health, safety, welfare or rights of residents.

11 Paulette Erwin is the local Ombudsman representative assigned to

12 this facility.

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15 Southern Inyo Hospital District is located at 501 E. Locust

16 Street, Lone Pine, California. The California Department of Public

17 Health (CDPH), Licensing and Certification Division, licenses this

18 facility as a Skilled Nursing Facility (SNF). SNFs provide housing,

19 meals, medical care, personal care, social services, and social

20 activities to people who have physical or behavioral conditions that

21 prevent them from living alone.

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24 The following information describes the number of visits made

25 to the facility (complaint and non-complaint related), observations

26 about privacy, food, the general status of the residents, any

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1 complaints made by or on behalf of residents to the LTC Ombudsman
2 Program, and any changes in the census of the facility.
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5 The licensed capacity of the facility is 33, with a current
6 occupancy of 26. There is no noted significant change in resident
7 mix, such as the admission of different client groups, younger
8 residents, etc.
9

10 The Certified Nursing Assistant (CNA) class has started with
11 five students that live in the Lone Pine area. The CNA class will
12 enable the facility to increase staffing levels which will allow
13 them to increase the census.
14

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16 The local Ombudsman Program has not received any concerns
17 involving vendors, utilities, or external support factors that may
18 impact resident care.
19

20 The local Ombudsman Program has conducted three visits during
21 this reporting period. During these visits the Ombudsman
22 representative spoke with residents who expressed being happy that
23 the roof repairs were completed, and they were able to move back
24 into their rooms. The temperature in the facility was comfortable
25 for residents. Residents appeared clean and were appropriately
26 dressed for the time of day. The Ombudsman representative requested
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1 the current menus and the activity calendars be posted for
2 residents. This was completed before the Ombudsman representative
3 left the facility.
4

5
6 The local Ombudsman representative received a total of six
7 cases and six complaints. The complaints during this reporting
8 period include the following:
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10 A complaint related to a resident falling out of his
11 wheelchair. The Ombudsman representative met with the resident and
12 he expressed being satisfied with the plan the facility has
13 implemented to prevent falls. He declined Ombudsman services.
14

15
16 A complaint related to resident to resident abuse. The
17 Ombudsman representative met with the resident and she expressed
18 feeling thankful for Ombudsman services but wanted to resolve the
19 issue on her own. The Ombudsman representative provided the
20 resident information to help her to resolve the complaint on her
21 own.
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23
24 A complaint related to a resident's medication being stolen by
25 a family member. The Ombudsman representative met with the resident
26 and she explained her son had taken her to a doctor's appointment
27 and they left medication in the car. As a result, someone broke
28

1 into their vehicle and stole the medication. The resident declined
2 Ombudsman services declined for this complaint. The Ombudsman
3 representative assisted the resident with scheduling a care plan
4 meeting where the facility and the resident came up with a plan to
5 have the facility refill all prescriptions.
6

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8 A complaint related to a resident's right to refuse treatment.
9 The Ombudsman representative attempted to meet with the resident,
10 but she had left the facility against medical advice.
11

12 A complaint related to resident to resident abuse. The
13 Ombudsman representative met with the resident, but she was unable
14 to give consent. The Ombudsman representative met with the
15 resident's son who is her Durable Power of Attorney. The Ombudsman
16 representative provided information about ways to prevent wandering,
17 interventions to decrease agitation, and suggested a care plan
18 meeting be scheduled.
19
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21 A complaint related to infection control. The Ombudsman
22 representative spoke with the Assistant Director of Nursing, Tambria
23 Kalenowski, about eight residents and two staff members that had
24 episodes with loose stool. The Ombudsman representative provided
25 recommendations to prevent the risk of possible transmission. The
26 facility notified other appropriate agencies and all family members.
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1 The Ombudsman representative worked with facility staff to resolve
2 this complaint.
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5 The Patient Care Ombudsman has no recommendations for the court
6 at this time.

7
8 June 17, 2019

/s/Joseph Rodrigues
Joseph Rodrigues
State Long-Term Care Ombudsman